



Press Contact:

Jasmyne Humble

Marketing and Communications

Telephone: 815.933.4559

Email: jehumble@citykankakee-il.gov

FOR IMMEDIATE RELEASE

Aqua Illinois' Response to Coronavirus (COVID-19)

Kankakee, IL – Aqua released an update for residents in response to Coronavirus (COVID-19). “With the impact of the coronavirus (COVID-19) disrupting so much of our daily lives, we want to assure our customers that Aqua Illinois is prepared to continue our operations throughout the duration of this public health crisis,” said Angela Serafini, Area Manager of Aqua Illinois.

Serafini goes on to state that Aqua Illinois has a comprehensive business continuity plan that ensures the company’s continued operation and uninterrupted service to customers.

As of March 13, 2020, Aqua initiated a customer termination moratorium which discontinued non-emergency service shut-offs.

“Aqua will continue to perform duties to maintain our mission critical operations and ensure our drinking water and wastewater systems continue to meet all state and federal regulatory standards, as well as, provide the highest level of uninterrupted service to our customers,” said Angela Serafini, Area Manager of Aqua Illinois.

“I have been reaching out to utilities to make sure the needs of our residents continue to be met. We will continue to work together through this pandemic and plan accordingly,” said Mayor Wells-Armstrong.

Aqua Illinois customers can stay up to date on any water service emergencies impacting their area by signing up to receive alerts by phone, email or text messages. For more information, visit www.AquaAmerica.com.

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The City of Kankakee is dedicated to protecting, building and nurturing the community while enhancing lives. We are a historic, vibrant, and active riverfront community. We continue to transform into an extraordinary place to dream, grow, and thrive. Embracing

our diversity, we strive to be progressive, inclusive, and innovative. For more information on the City of Kankakee, please visit the website at www.citykankakee-il.gov.